



Office of the Dean

January 27, 2021

Dear Faculty and Staff:

Last year, we combined the College's Offices of Instructional Design and Technology (IDTO) and Information Technology Services (ITS) into one unit, and appointed **Ed Stanley** as Senior Director of these programs. Since the creation of **Information and Instructional Technology (IIT)**, opportunities have emerged to further enhance customer service, cross-train staff, and provide a more efficient, streamlined, collaborative approach to technology operations at the College. I am pleased to share with you the resulting structural change for IIT, effective immediately.

- Functions of the IIT Department:
 - client services (technology and instructional requests from the [KACE ticketing system](#))
 - instructional design
 - updates and modernizations of existing, aging technology systems
 - special technology projects
 - facilities
- The senior director of IIT oversees the above functions and personnel. **Ed Stanley** continues in this role and reports to the College's Associate Dean for Science Education, Research, and Technology, **Dr. Michael Bartlett**.
- The client services team provides technical support and fulfills instructional requests for all College of Pharmacy campuses. This team is led by **Sarah Jones, Client Services Manager**, who oversees receiving, assigning, monitoring, follow-through, and resolution of all KACE tickets. The work is fulfilled by four **client services technicians**, who include:
 - **Sam Cook**
 - **Chris Duran**
 - **Ronald Jones** (in Augusta)
 - **Andrew Wilson**

At this time, the Augusta campus does not utilize the KACE ticketing system; however, plans are to implement this system on that campus in the near future.

- The instructional design team continues to work directly with faculty to develop the best pedagogical approaches and practices to meet the needs for curriculum, classrooms, and students. **Russ Palmer** and **Katie Smith, instructional designers**, serve in this capacity. At this time, they are providing one-on-one customer service, and the KACE ticketing system is not necessary for their services.

Important Note: The client services and instructional design teams will continue to partner and collaborate in order to provide cohesive, streamlined, proactive support for teaching and learning at the College.

- Many of our technology systems are antiquated and require updates, modernizations, and replacements. **Brad Brown, IIT Manager**, will have oversight of this long-term project. In addition, with the retirement of the facilities manager this past year, Brad exceeded our expectations in assuming the interim responsibilities of this vital function at the College. He has permanently assumed the duties of **facilities manager** as well.
- The very nature of technology warrants frequent special projects and administrative assignments. **John Anderson, IT Professional**, is working directly with Ed on these special duties and has assumed more systems administration responsibilities.

In order to assure a cohesive, consistent work flow within the various teams, some IIT staff members will relocate their offices. These moves, which will take place in the near future, include:

- Ed: W-155C
- Sam: PS-120G
- Andrew: PS-120
- John: W-155A

Attached is an IIT organizational chart that clarifies these new structural changes and reporting relationships. Should you have any questions or concerns regarding the IIT Department, please contact [Ed Stanley](#).

I want to extend my heartfelt appreciation to each of these staff members, all of whom are long-time employees of the College, for their flexibility and team spirit as we engage in this customer service-oriented approach to instructional and information technology. Please offer your best wishes to these valued IIT colleagues as they work in this new, team-based model.

Sincerely,



Kelly M. Smith, Dean
UGA College of Pharmacy